

[40101/02201]

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE****RECEIVED  
CENTRAL FAX CENTER****FEB 27 2004**

Inventor(s) : Calvin WHITE  
Serial No. : 09/888,955  
Filing Date : June 25, 2001  
For : SYSTEM AND METHOD FOR DETERMINING THE ROOT  
CAUSE OF A FAILURE  
Group Art Unit: : 2122  
Examiner : Chuck O. Kendall

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT****SIR:**

In response to the Office Action dated November 5, 2003, Applicants hereby submit the following amendments and remarks.

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